



Search Site
[Search](#) [Register](#)

[RESOURCES](#)
[PROGRAMS](#)
[TRAINING & EVENTS](#)
[NEWSROOM](#)
[ABOUT US](#)
[MCGRUFF STORIES](#)

You are here: [Home](#) ■ [Resources](#) ■ [Conflict Resolution](#) ■ [Conflict Resolution Tips](#)

By Audience ...

Resources

[Bullying](#)
[Cell Phone Safety](#)
[Conflict Resolution](#)
[Conflict Resolution Tips](#)
[Conflict Management for Parents](#)
[Anger Management](#)
[Conflict Resolution Activities and Lesson Plans for Kids K - 5](#)
[Teen Dating Violence](#)
[Cyberbullying](#)
[Disaster Preparedness](#)
[Drug Abuse](#)
[Evaluation Reports](#)
[Fraud and Identity Theft](#)
[Gang Violence Prevention](#)
[Halloween Safety](#)
[Hate Crime](#)
[Home and Neighborhood Safety](#)
[Intellectual Property Theft](#)
[Internet Safety](#)
[Mortgage Fraud](#)
[Senior Safety](#)
[School Safety](#)
[Vacant Property Crime](#)
[Violent Crime and Personal Safety](#)
[Volunteering](#)
[Workplace Safety](#)
[By Audience](#)
[Reentry](#)

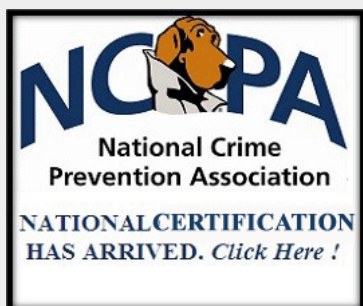
Conflict Resolution Tips

A quick list of things to remember when managing conflict

- Note that anger is a normal feeling.
- How we handle our anger and how we deal with other people who are angry can make the difference between managing conflict effectively and having conflict end in violence.
- Be aware of triggers, which are any verbal or nonverbal behaviors that result in anger or other negative emotional reactions that can get in the way of resolving conflicts.
- Triggers are like lightning bolts. When they strike, they can interfere with communication.
- To avoid pulling others' triggers, pay particular attention to your own behavior, even your body language.
- Note that people already use strategies to control their anger (for example, walking away from a dangerous situation), and that all they need to do is build on that foundation.
- Point out that, even though we sometimes think of ourselves as being "out of control," we often choose to blow up at some times and stay calm at other times. For example, there's a difference between how we handle anger with our friends and anger with a parent or grandparent. To resolve conflict, you must stay calm to communicate.
- The less "hot" the anger, the more you can control it.
- Even though your anger may be legitimate, it usually doesn't help to show your anger to the other person. Sometimes the other person will take you more seriously if you remain calm and courteous.
- Remember that your goal is to be able to get angry without becoming abusive or violent, and to communicate your wants and needs effectively without threatening others.



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